

# Supplier Booking Instructions

All deliveries **MUST** be booked in prior to arrival

Deliveries not booked in may be rejected or subject to a booking in charge

No delivery is deemed booked in unless you receive a booking reference and time slot

If a delivery is changed or cancelled please endeavour to give 24hrs prior notice

## BOOKING

### BY PHONE

- Lines open from 9:00am to 4:00pm
- Contact Number: 0191 564 5049
- You will receive a booking reference at this point

### BY EMAIL

- Monitored from 9:00am to 4:00pm
- [logistics@edwardthompson.com](mailto:logistics@edwardthompson.com)
- You will receive confirmation and booking reference within 4 working hours, if not received within 4 working hours please call the booking line

## ALL DELIVERIES

- Richmond Street, Sunderland, SR5 1BQ

**At the point of BOOKING please ensure that you have the following information to hand**

- ON BEHALF OF Who is the client
- CLIENT CONTACT Account manager (if known)
- NAME OF CARRIER Are you using your own transport or third party
- TYPE OF CARRIER Same day or Overnight
- DELIVERY DATE
- NUMBER OF ITEMS Parcels/Pallets (Box dimensions if known)
- PACKING Quantity per Parcel/Pallet
- PRODUCT Name and Code (if known)

## SLOT ALLOCATION

- 5 or more pallets - 30 minutes time slots
- Up to 4 pallets - 15 minutes time slots
- Less than 1 pallet - 8:00am to 4:30pm (no time slot necessary)

# Supplier Booking Instructions

## AT POINT OF DELIVERY

All deliveries must be accompanied by relevant paper work

### DELIVERY NOTE must contain the following information

- EDWARD THOMPSON BOOKING REFERENCE
- CLIENT
- NUMBER OF PALLETS
- NUMBER OF ITEMS      Parcels/Pallet (Box dimensions if known)
- PACKING                      Quantity per Parcel/Pallet
- PRODUCT                      Name and Code

### ALL BOX LABELS must contain the following information

- CLIENT NAME
- ITEM CODE
- ITEM DESCRIPTION
- BOX/PARCEL QUANTITY
- PACK SIZE if banded or packed in specific quantities please state (50's etc.)

If item is numbered state the start and end of sequence numbers (00001 TO 01000) on the box and indicate box number (1 of 20 / 2 of 20 etc.)

### ALL PALLET LABELS must contain the following information

- CLIENT NAME
- ITEM CODE/S
- ITEM DESCRIPTION/S
- BOX/PARCEL QUANTITY
- NUMBER OF PALLETS (1 of 2 etc.)
- NUMBER OF CARTONS ON EACH PALLET

If using a third party carrier with their own delivery notes you must ensure that they also provide this information or ensure you have already done so.